

Policy & Operations

June 22, 2026



Division of Insurance



HCPF Update



Legislative & State Updates

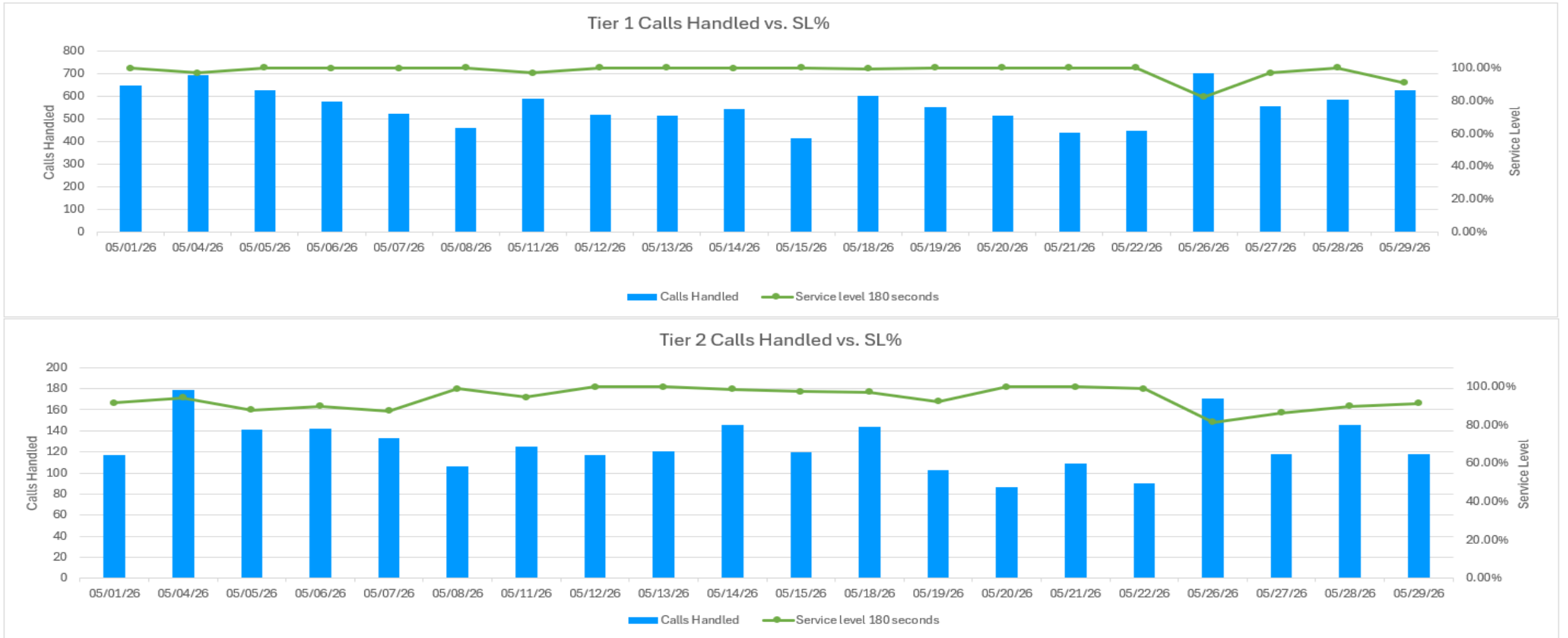


Operations Updates

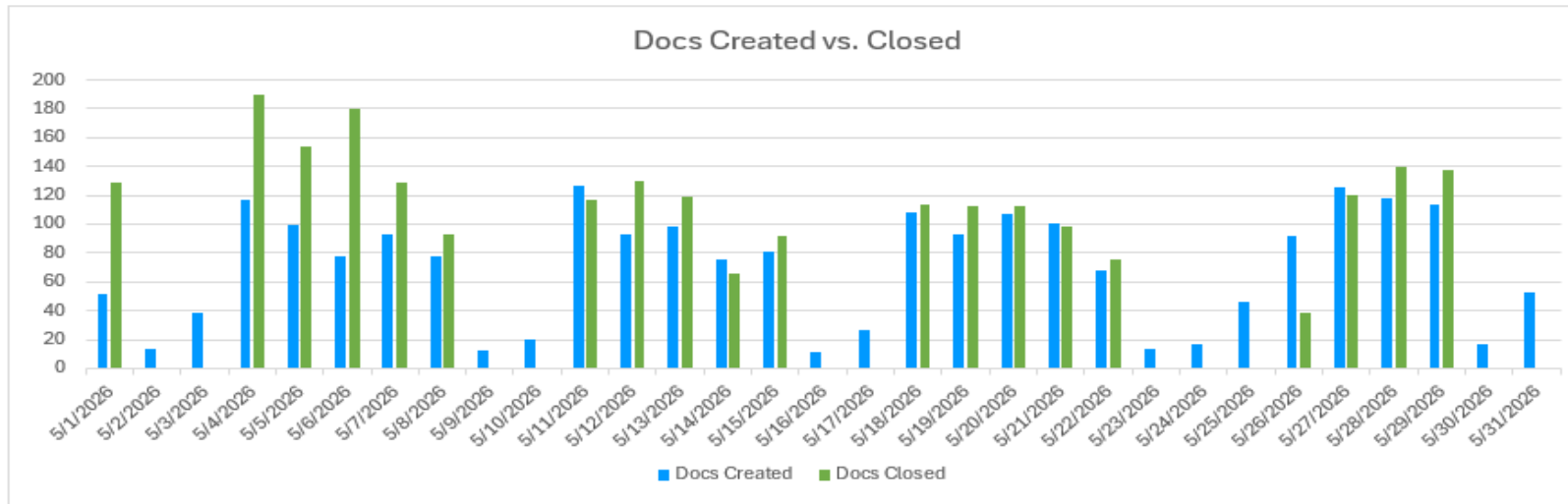
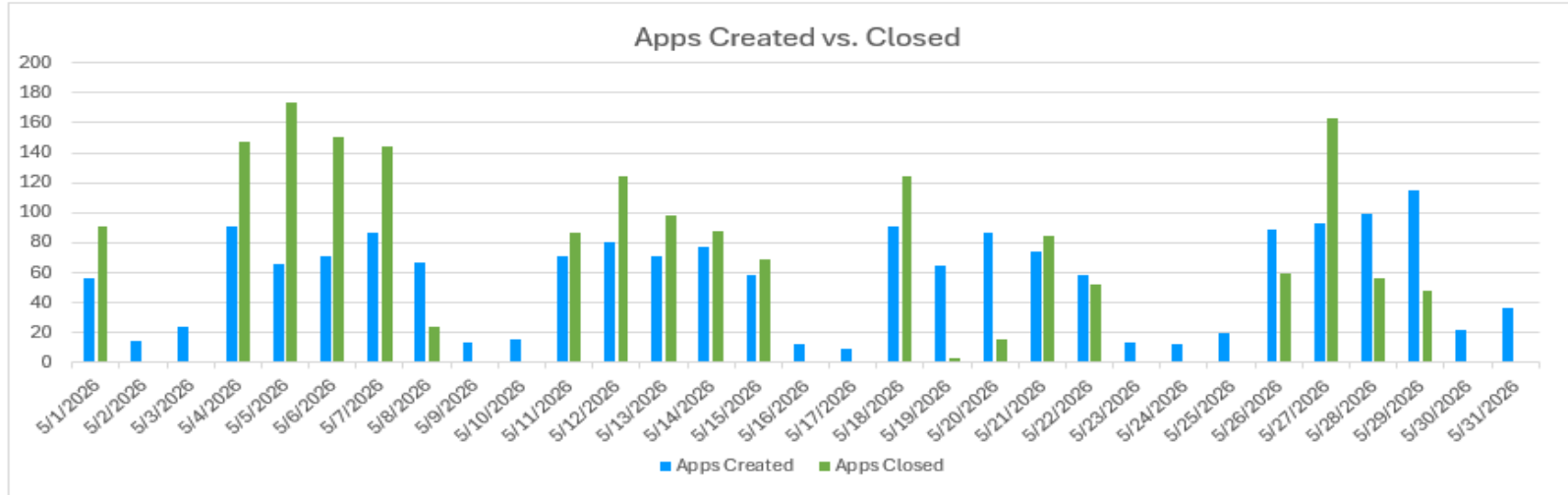
May Performance

May Stats by Group				
Group/ Year	Tier 1 2026	Tier 1 2025	Tier 2 2026	Tier 2 2025
Average Handle Time	12:18	13:39	17:22	14:05
Average Speed of Answer	0:23	0:38	0:38	0:42
Calls Offered	11,421	13,242	2,623	2,308
Calls Handled	11,164	12,837	2,544	2,223
180 Second Service Level %	97.71%	94.40%	93.33%	93.59%

March Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,004	951
Change reports	757	853
Documents	2,186	2,349
Total	3,947	4,153

CSAT Survey Results

